

**GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA**

UNSTARRED QUESTION NO:416
ANSWERED ON:20.11.2002
DELAY IN REPLYING THE LETTERS OF MPS
RAVINDRA KUMAR PANDEY

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

- (a) whether the Government are aware that abnormal delay in receiving replies from various Ministries to the written queries raised by the parliamentarians even some Ministries/Departments at times takes more than five/six months time in replying their letters;
- (b) if so, the reasons for the delay;
- (c) whether there is any existing norms for replying to the written queries other than simple acknowledgement to the queries raised by Members of Parliament;
- (d) if so, the details thereof; and
- (e) the steps taken by the Government to speedy reply on letters written by VIPs and Members of Parliament?

Answer

THE MINISTER OF STATE OF THE MINISTRY OF SMALL SCALE INDUSTRIES, MINISTER OF STATE IN THE MINIS PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS, MINISTER OF STATE IN THE MINISTRY OF PLANNING AND M OF STATE IN THE DEPARTMENTS OF ATOMIC ENERGY AND SPACE. (SMT.VASUNDHARA RAJE)

(a): Some representations have been received in the past regarding delays in sending replies to letters of Members of Parliament.

(b),(c)&(d): Detailed guidelines exist in para 60 of the Central Secretariat Manual of Office Procedure to deal with the letters received from the Members of Parliament. As per the guidelines, letters received from Members of Parliament should be acknowledged within 15 days followed by a reply within the next 15 days. Where delay is anticipated in sending a final reply, or information has to be obtained from another Ministry or another office, an interim reply is required to be sent within a month (from the date of receipt) indicating the possible date by which a final reply can be given. Disposal of letters from the Members of Parliament is the responsibility of the Ministries/Departments concerned. It is expected of all the Ministries/Departments to ensure that replies to the Members of Parliament are sent expeditiously as laid down in the Central Secretariat Manual of Office Procedure.

(e): The instructions regarding replies to letters received from Members of Parliament and VIPs have been reiterated from time to time to all Ministries/Departments of the Government of India for their strict compliance